

# ***Extended Office Hours***

To accommodate working clients who need to conduct appointments with their workers.

# *Section 1*

## **Extended Office Hours**

### **Arizona**

All of the offices in Phoenix, Arizona have extended morning, evening, and even Saturday hours available upon request. The Glendale Office has extended their hours from 6:00 a.m. to 6:00 p.m., which increases client access.

### **California**

The Sacramento County Department of Human Assistance can take applications for food stamps (and other public assistance programs) from 7:00 a.m. until approximately 9:00 p.m., Monday through Friday. Two shifts of supervisors and caseworkers are employed to cover the day and night (until Midnight). The workers have staggered schedules and share spaces with the other shift. The original goal of the best practice was to accommodate a large caseload without having to build a new facility. At the same time, this practice seeks to increase access for working families and others who have trouble getting to the office during traditional hours.

### **District of Columbia**

In the District of Columbia, office hours for 508 Kennedy St., NW; 645 H Street, NE; 2100 Martin Luther King Ave., SE (Anacostia); 51 N. Street, NE (Eckington); and 4001 S. Capitol Street, NW (Congress Heights) have been extended so that they are now open from 8:15 a.m. to 8:00 p.m. everyday. The extended hours help the working poor who are unable to come to the centers during normal business hours.

### **Massachusetts**

Massachusetts is encouraging local offices to expand business hours beyond the standard hours of 8:45 a.m. to 5:00 p.m. Most local offices have already expanded their hours. Also, many local offices make accommodations for those individuals who are unable to come into the office during normal hours. Additionally, the State is preparing to launch a pilot in three local offices to extend hours into evenings and Saturdays. Office hours vary by local office and some are open as early as 7:00 a.m. with the majority of offices closing at 5:00 p.m. The State has a pilot program in the city of

Boston which allows all city of Boston recipients/applicants to go to one office in the City which has Saturday hours, from 9:00 a.m. to 12:00 p.m.

### **Michigan**

The Wayne County/Medbury-Concord, Kent County, and Ingham County Offices have extended office hours to accommodate working clients. The Wayne County/ Medbury-Concord office is open from 7:00 a.m. until 6:00 p.m. on Tuesdays and is open until 5:00 p.m. on Mondays, Wednesdays, Thursdays, and Fridays. The Kent County office is open from 7:00 a.m. until 5:00 p.m., Monday through Friday, and the Ingham County office is open from 7:00 a.m. until 6:00 p.m., Monday through Thursday. Applicants and recipients are able to come to the office before and/or after work to conduct appointments with their workers.

### **Minnesota**

The Hennepin County, Minnesota office is open from 6:30 a.m. until 5:00 p.m., Monday, Tuesday, Thursday, and Friday. Wednesday hours are from 6:30 a.m. to 7:00 p.m. The extended office hours allow customers access to county services without missing work and losing pay. Extended hours also provide workers additional flexibility in setting up work schedules.

### **North Carolina**

The Johnston County, North Carolina office is open until 7:00 p.m. on Mondays. An applicant/recipient is seen even if it means that a worker or supervisor has to stay late.

### **Wisconsin**

The Region 1 Office in Milwaukee, Wisconsin office is open from 7:00 a.m. until 6:00 p.m. on Monday, Tuesday, and Thursday. On Wednesday the office remains open until 7:00 p.m. and on Friday the office closes at 5:00 p.m. Applicants and participants, particularly those who are working, have more time during the day to schedule appointments and conduct routine business which may include, but not be limited to, filing applications and bringing in verification.

### **CONTACTS:**

Sylvia Argel  
State Quality Office  
Glendale County, Arizona Office  
(602) 542-5071

Robert Hunt  
County Supervisor  
Sacramento, California Office  
(916) 875-8235

Sharon Cooper-DeLoatch  
Acting Deputy Administrator  
District of Columbia Office  
(202) 698-3900

Andrew Zylstra  
County Director  
Kent County, Michigan Office  
(616) 247-6000

Don Dersnah  
Acting County Director  
Ingham County, Michigan Office  
(517) 887-9400

Betty Barnes  
Income Maintenance Administrator  
Johnston County, North Carolina Office  
(919) 989-8723

Steve Kane  
Director, Field Operations  
Boston, Massachusetts Office  
(617) 348-8421

Carol Thomas  
County Director  
Wayne County/Medbury-  
Concord County, Michigan  
Office  
(313) 267-0340

Barbara Stillman  
QC Liaison  
Hennepin County, Minnesota  
Office  
(612) 348-8270

Delores Anderson  
County Supervisor  
Milwaukee, Wisconsin Office  
(414) 774-9922